



**Congratulations on purchasing your New Age caravan
&
Welcome to the New Age Family!**

Please find enclosed information on your caravan
to help you along your journey.

For the latest information and updates,
please visit our website, www.newagecaravans.com.au
& our social media sites.

Join the New Age Social Club and
Enjoy peace of mind travelling with New Age Assist.
You can also enjoy a complimentary
2-year membership to BIG4 Caravan Parks.

We are sure you will enjoy creating a lifetime of memories
across our beautiful country in true comfort and style.



Handover Inspection Confirmation

Full name.....

Chassis number.....

Date.....

- Make, Model & Size
- VIN / Date of Manufacture
- Registration Number & Plate
- Exterior/interior in good condition
- Gas Cylinder & Regulator
- A-Frame (Tap, Mesh, Plugs, Jockey wheel, Anderson plug, portable solar connection, 12 pin connection & leads)
- Brake safe operation & ESC if applicable
- Coupling
- Payload Capacity and Tyre Pressure Weights
 - ATM GTM Tare Weight Ball Weight Capacity
- Rear lights & reverse camera if applicable
- Hot Water Service
- HWS Gas Switch & Light (Anode inspection period)
- Jack Point
- Stabilizer legs
- Wheel Nuts / inspect wheels and rims including spare
- 240v system including inlets & outlets
- Battery location & maintenance
- Power point, fuse & switch locations
- 12v system
- Solar operation if applicable
- Toilet function, Cassette and Drain
- Pump
- Waste connection fittings
- Main Water inlet
- Water tank filling (fill tanks at a slow pace)
- Electrical display screen & functions
- All lights & switches
- Fan Operation
- Awning
- BBQ if applicable
- Key operations for all internal
- external lockable doors & storage areas (including front window shield)
- Bed Area, Storage Under Bed (maintenance of bed extension & struts)
- Lounge/footrests/table/benches/splashback
- Windows & blinds
- Roof Hatches

- Operation of Main door
- Air Conditioner and Heater
- TV Aerial/cables/fittings
- TV stereo & internal/external speakers
- Stove/Oven/ Range hood/ dishwasher (if applicable)
- Washing Machine
- Fridge / Microwave
- Cabinets /doors / drawers (do not overload)
- Shower operation & condition (locking of shower door)
- Sliding Door if applicable
- Pop Top / Bed end / Slide out operation if applicable
- Smoke Detector operation, Fire Extinguisher
- Check contract for all items
- Discuss weight limitations as per compliance
- Discuss weight distribution
- Discuss Off road definition & conditions
- User Manuals / documentation & content
- Introduce customer to store & workshop manager
- Required Maintenance /Cleaning instructions
- Warranty T&C's, warranty procedure
- Service 1000kms, Requirements & costs (annual servicing)
- New Age Assist & New Age Social Club

The Customer acknowledges that:

- The Dealership staff have explained and, where applicable, demonstrated the correct usage and operation of the appliances and systems in the Caravan.
- All appliances, fittings and systems in your caravan are in working order on delivery.
- The Dealership staff have explained and, where applicable, demonstrated the correct usage and operation of the caravan and how to safely use.
- The Caravan has been built to the Customer's specifications, and the quality of construction, materials, fittings and finishes are acceptable and in new and good condition.
- The Dealership staff has explained the weights of the Caravan, their limitations and capacities, and the impact of loading personal effects and their distribution.
- The Customer is solely responsible to ensure that its towing vehicle and its towing fitments are compatible with the Caravan. The Customer must allow adequate tolerance for the towing vehicle's and the Caravan's stamped and operating (loaded) weights.
- The Dealership has explained the warranty and after care procedure.

Signed by.....

Print Name.....

For and of behalf of the Seller

Signed by.....

Print Name.....

For and on behalf of the Customer

Date.....



New Age Caravans Manufacturer's Warranty

Thank you for purchasing a New Age Caravan. New Age Caravans Pty Ltd ACN 112 877 139 (**New Age**) agrees to provide you (**the Customer**) with a warranty against the defects listed in clause 1 below arising in the caravan (**Product**) you purchased on the terms and conditions set out in this manufacturer's warranty (**Manufacturer's Warranty**).

WARRANTY INFORMATION

1. Subject to all terms in this Manufacturer's Warranty, New Age agrees to provide this Manufacturer's Warranty to the Customer for the following defects of the Product for the period of 3 years (**Warranty Period**) from the date of purchase of the Product from New Age or an authorised New Age dealer (**Authorised Dealer**):

- a. Wall cracks and delamination of internal plywood wall;
 - b. Defective cladding;
 - c. Building material such as timber, wall plywood, cabinetry and aluminium cladding;
 - d. Fitment of cladding, external hatches, checker plate, air conditioners, tool boxes and factory fitted extras;
 - e. The silicone seal failing and water ingress damage as a result of silicone seal failing; and
 - f. All appliances fitted to the Product by NAC only during the manufacturing process,
- (Each one referred to as a **Defect** and collectively, the **Defects**).

2. Subject to the all terms in this Manufacturer's Warranty including clauses 5 to 21 inclusive (**General Conditions**), if a Defect becomes apparent in the Product during the Warranty Period, and New Age determines that there is a Defect, subject to compliance with the terms of this Manufacturer's Warranty then New Age will, at its sole discretion, replace or repair at its cost (subject to the other terms of this Manufacturer's Warranty) the Product, or approve the replacement or repair by an authorised repairer (referred to as an **Approved Replacement** or **Repair**).

3. In order for this Manufacturer's Warranty to be valid the Customer must have lodged the warranty cards set out below at the bottom of this Manufacturer's Warranty within fourteen (14) days from the date of the purchase of the Product.

4. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. The Customer is entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. The Customer is also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

General Conditions:

5. For the duration of the Warranty Period, New Age will replace or repair, as determined at its sole discretion, any Product which has been determined to have a Defect without charge to the Customer so long as the Defect does not arise as a result of:

- a. Unsafe use and operation of the Product by the Customer, including:
 - i. use for commercial purposes;
 - ii. use of the Product other than in accordance with this Manufacturer's Warranty and any applicable safety instructions;
 - iii. a failure by the Customer to take reasonable care in accordance with the requirements of this Manufacturer's Warranty;
 - iv. a failure by the Customer to comply with all applicable and relevant safety laws;
 - v. a failure by the Customer to take reasonable care in connecting the Product to, or using the Product with, a standard passenger vehicle. For the purpose of this Manufacturer's Warranty, a "standard passenger vehicle" means a road car/automobile (including an SUV or utility vehicle) in which up to nine (9) passengers (including the driver) are carried and extends to include vans, utility vans or panel vans (whether or not those vehicles are properly to be characterised as commercial vehicles); or
 - vi. the Customer and persons authorised by the Customer failing to at all times travel at safe speeds taking into account variations in road conditions which may cause excessive vibrations or swaying leading to a risk of intentional or un-intentional damage to the Product.

Warranty continuation page 2

- b.** Towing of the Product by any vehicle other than a standard passenger vehicle;
 - c.** An accident;
 - d.** The use of accessories not manufactured, or approved in writing, by New Age;
 - e.** Any modifications, repairs or alterations of the Product not performed by New Age, or an Authorised Dealer, or which have not been authorised by New Age in writing;
 - f.** Any inadequate or incorrect use of the Product or misuse of the Product by the Customer, or by anyone authorised by the Customer to use the Product;
 - g.** Any use of the Product outside of its specifications;
 - h.** Inadequate or incorrect maintenance of the Product not limited to but including a failure to conduct travel checks and maintenance as prescribed in the New Age Handbook provided to the Customer;
 - i.** Overloading of the Product; or
 - j.** Products being used for commercial purposes including but not limited to those being let to third parties.
- 6.** The Manufacturer's Warranty will only apply to any Defect relating to a Product where:
- a.** Its serial number is fully intact. In the event the serial number has been removed, defaced, changed or tampered with in any way then this Manufacturer's Warranty will be void; and
 - b.** The Product has been serviced as follows:
 - i.** Within the first 1,000 kilometres of travel; and
 - ii.** Subsequently on the earlier of every 12 months (with the first being 12 months from the date of purchase) or every 10,000 kilometres of travel.
- Compliance with the requirements in paragraph 3 and this paragraph 6 is a condition precedent to the Customer's entitlement to rely upon this Manufacturer's Warranty. Further, in the event that the Product is re-sold during the Warranty Period, the purchaser must once again comply with the requirements in paragraph 3 and this paragraph 6 in order for this Manufacturer's Warranty to remain operative for the remainder of the Warranty Period.
- 7.** This Manufacturer's Warranty does not extend to cover:
- a.** Fair wear and tear;
 - b.** Tyres;
 - c.** Items contained within the Product including, but not limited to, canvas, canopies, windows, screenings, vinyl, cushion and mattress covers are not warranted against tears, punctures, shrinkage, softening, fading or soiling, but the preceding are covered in respect of defective workmanship and materials;
 - d.** Any damage or defect caused by Semi Off Road/All Terrain Travel as outlined in clause 22;
 - e.** Dust, stone damage or water infiltration other than water ingress damage referred to in clause 1.v;
 - f.** General maintenance;
 - g.** Deterioration in overall aesthetics of the Product due to wear and tear, exposure, impact damage or aging; and
 - h.** Any other defect which is not a Defect included in clause 1.
- 8.** In the event that New Age determines that the Defect to the Product has been caused due to abuse, misuse or improper installation of accessories or any other event referred to in clause 5, then repair and replacement of the Product if required and requested by the Customer will be charged to the Customer at the current hourly rate of the repairer, whether it be New Age or an Authorised Dealer. New Age will provide the Customer with an estimate of these costs before the Product is repaired by New Age, an Authorised Dealer or any other person authorised by New Age.
- 9.** All Approved Replacements and Repairs must be undertaken by New Age or a repairer authorised by New Age.
- 10.** For the avoidance of doubt, this Manufacturer's Warranty does not include call out services or the costs of same. In the event Approved Replacements or Repairs are performed offsite at a location of the Customers choosing the Customer will be required to pay the call out fee which is to be determined and advised to the Customer by New Age.
- 11.** In the event any additional repairs, replacements, additions or works outside the scope of Approved Replacements or Repairs are conducted at the request of the Customer, the Customer will be charged accordingly for labour and parts.
- 12.** New Age will not reimburse the Customer for any repairs performed by an unauthorised repairer, unless prior written consent has been provided by New Age, and which repairs would otherwise have been covered by this Manufacturer's Warranty.
- 13.** New Age reserves the right to replace defective parts of the Product with parts and components of similar quality, grade and composition where an identical part or component is not available.

Warranty continuation page 3

14. Parts and designs of the Product may change from time to time without notice. These changes are not deemed a warrantable claim.

15. All Approved Replacements or Repairs performed according to this Manufacturer's Warranty will be conducted in a reasonable time frame considering all circumstances.

16. The Product is not deemed a form of residential living and accordingly New Age will not be responsible for accommodation claims for the duration the Product requires any Approved Replacement or Repair.

17. New Age reserve the right to decline warranty claims should the Customer fail to follow the conditions set out above.

18. The determination of Approved Replacements or Repairs being covered by this Manufacturer's Warranty is at the sole discretion of New Age.

19. All claims under this Manufacturer's Warranty will be considered based on the information provided at the date of claim and will be completed at the sole discretion of New Age.

20. All arrangements for transport of a Product and charges for transportation of a Product alleged to have a Defect, or any part thereof, to New Age must be made and paid by the Customer.

a. If the Product is confirmed by New Age to have a Defect, the Customer is entitled to recover reasonable postage or transportation costs from New Age subject to and conditional on the Customer providing New Age with all relevant receipts and such other documentation to substantiate and prove such expenditure was incurred by the Customer.

b. If New Age is unable to find or confirm a Defect with the Product, the Customer will be required to pay the transport, inspection and testing costs (including any other associated costs for work performed by New Age and the authorised repairer) and the costs of returning the Product to the Customer. New Age will provide the Customer with an estimate of the costs of returning the Product before the Product is returned or delivered to the Customer. New Age will require payment of all such costs prior to returning or delivering the Product to the Customer.

21. These conditions are subject to change by New Age without notice.

Semi Off Road Conditions

22. Semi Off Road

a. For the purposes of this clause 22, Semi Off Road means travel on a passageway that is not a "public road" within the meaning of the *Road Management Act 2004* (Vic) (or any other equivalent or comparable concept under other State or Territory legislation) and travel on a public road that is comprised of gravel or that is graded as an unsealed road but does not include:

- i. deep rough roads and/or roads with large ruts or large pot holes;
- ii. severely uneven surfaces or water crossings which are greater than the lowest point of the chassis rails;
- iii. any road or passageway that may only reasonably be accessed or used by vehicles with four-wheel drive capabilities or by all-terrain vehicles or a vehicle that is not a standard passenger vehicle;
- iv. any road or passageway designated or identified as "off-road", including under the *Control of Vehicles (Off-road Areas) Act 1978* (WA).

Subject to these exclusions, the reference to "Semi Off Road" in this Manufacturer's Warranty is intended to refer to, and to include, unsealed roads that are still driveable whether the surface is gravel, grass, mud or any type of unsealed driveable surface.

b. Any Defect caused to the Product as a result of Off Road:

- i. Will only be covered by this Manufacturer's Warranty if the Product has been fitted with a semi off road option as outlined in clause 22 (c) and the Manufacturer determines there is a Defect in accordance with the General Conditions and after consideration of the matters contained in this clause 22; or
- ii. Will not be covered if the Product has not been fitted with the semi off road options as outlined in clause 22(c).

Warranty continuation page 4

- c. Semi Off Road Options include, but are not limited to "Cruise Master", "AL-KO IRS & Enduro Suspension", full under body armour and Reinforced Furniture (collectively, '**Semi Off Road Options**').
- d. Where the Product has been fitted with the Semi Off Road Options:
- i. The Customer is required to take reasonable care in undertaking Semi Off Road travel as gas regulations and construction will limit preventions against dust, stone damage and water infiltration.
 - ii. the Customer and persons authorised by the Customer must at all times travel at safe speeds taking into account variations in road conditions which may cause excessive vibrations or swaying leading to a risk of intentional or un-intentional damage to the Product.
- e. Items such as stone damage to the body, chassis or any component including plumbing and electrical components, impact damage, water damage due to water crossing higher than the lowest point of the chassis rails, displacement or movement of appliances and fittings due to excessive rough travel, damages or discolouring of appliances, fittings, upholstery due to any dust, water or other foreign matter ingress on any products fitted to the Product will not be covered under the Manufacturer's Warranty irrespective of whether any Semi Off Road Options is fitted.
- f. The Customer should contact an Authorised Dealer for advice on ensuring that the Product has the appropriate Semi Off Road Options for the Customer's desired travel conditions.
- g. It is the responsibility of the Customer to ensure the Product is fitted with Semi Off Road Options before considering any unsealed road travel.

Claim Procedure Conditions:

23. In the event a Customer notices a defect with the Product during the Warranty Period then the Customer must immediately cease using the Product unless otherwise advised by New Age and make a claim under this Manufacturer's Warranty as soon as reasonably practicable by notifying their Authorised Dealer in writing of any such defect together with the following information and documents:

- a. Proof of purchase of the Product (unless the Customer has already provided New Age with this information);
- b. Full details of the alleged defect or damage to the Product; and
- c. All appropriate documentation, including but not limited to all maintenance and service records of the Product.

24. In the event a Claim is made, the Customer must make the Product available to New Age, or an authorised repairer, for inspection and testing and the Customer must provide any other information and documents requested by New Age to assist New Age or an authorised repairer to assess the Customer's Claim. The Customer can check New Age's website at www.newagecaravans.com.au to locate the nearest Authorised Dealer, which can advise of the details of an authorised repairer.

General Information

By purchasing the Product, you accept the terms of this Manufacturer's Warranty.

The rights of the Customer under this Manufacturer's Warranty are not assignable without the prior written consent of New Age which may be withheld at the absolute discretion of New Age.

Warranty continuation page 5

Your dealership will submit this information on your behalf along with your proof of purchase to New Age Caravans, for our records and to validate this Manufacturer's Warranty as required pursuant to clause 3.

New Age Contact Details

29 Shirley Way Epping, VIC 3076
info@newagecaravans.com.au
03 9305 1714

New Age Warranty Card:

Chassis Number	
Name	
Address	
Phone	
Email	
Purchase / Collection Date	
Dealership	

I have read, understand and accept the above terms and conditions

Signature:

Date:

New Age Caravans Pty Ltd ACN 112 877 139 (New Age Caravans) is an organisation bound by the Australian Privacy Principles under the *Privacy Act 1988* (Cth) (Privacy Act). A copy of the Australian Privacy Principles is available from the Office of the Australian Information Commissioner's website at www.oaic.gov.au.

New Age Caravans' Privacy Policy, as amended from time to time, is incorporated into this Agreement. The Privacy Policy specifies how the collection, use and disclosure of Personal Information and Sensitive Information may occur. A copy of the Privacy Policy can be accessed by clicking on the following link <http://newagecaravans.com.au/privacy-statement/>



New Age is pleased to offer you a complimentary 12-month membership of New Age Assist specifically for your New Age caravan.

We trust that your travelling will be hassle free, but in the unlikely event that you experience some difficulty, New Age Assist will be there for you, 24/7, Australia wide.

As a New Age Assist member, you have access to the following caravan cover services

NEW AGE ASSIST CARAVAN COVER – 1300 968 396



GENERAL ASSISTANCE

We will relay urgent messages to family, friends or business associates likely to be concerned by any delays or problems you are experiencing. disruption or delay.



EMERGENCY TOWING / MECHANICAL BREAKDOWN

The caravan, pop top or camper will be transported to the nearest suitable repairer. The cost of the service is covered up to \$600* including GST per breakdown (excludes any repair costs and additional towing, please refer to general exclusions for details).



FLAT TYRE

Your van's roadworthy spare tyre will be fitted. The cost of the service is covered up to \$160* including GST (excludes any repair costs, replacement tyres, valves and tubes).



LOCKOUTS / LOST KEYS

We will gain emergency access to your caravan, pop top or camper and arrange for you to obtain the spare key (if applicable). The cost of the service is covered up to \$160* including GST (excludes any repair costs and cutting).



EMERGENCY ACCOMMODATION

We will cover your emergency accommodation costs up to \$300* including GST per claim

*Prices quoted as at 2022. Prices subject to change without notice

New Age Assist continuation page 2

General exclusions: New Age Roadside Assistance will only be provided on private property or on public roads that are

accessible by normal two-wheel drive vehicles. Call outs will not be provided where the caravan is "off-road". This is including but not limited to where the caravan is located on forestry or logging tracks, creek beds, beaches or mountains. Caravans involved and damaged in accidents.

NEW AGE ASSIST – FOR PEACE OF MIND

To join New Age Assist, please complete the form below and forward to New Age Caravans. You will receive a confirmation email or letter with your membership number. Note: Any warranty service matters on your New Age Caravan should be directed firstly to your Dealer.

NEW AGE ASSIST MEMBERSHIP FORM

First Name	
Surname	
Address	
Phone	
Email	
Chassis Number	
Caravan Registration	
Make & Model	
Year	
ATM	
Place of Purchase	
Date of Purchase	
Signature	

Please ensure form is filled in and for your purchasing dealership to upload forms to NAC Coms system



EXPLORE AUSTRALIA, MEET GREAT PEOPLE, MAKE GREAT MEMORIES

- Meet like-minded friends
- Travel Australia with a group*
- Attend VIP events
- Be the first to know of upcoming news, new model releases etc.
- Sales & discounts
- Attend workshops
- Merchandise
- Prizes & giveaways
- Join the closed Facebook group of members
- Learn about great tourist destinations, what the Social Club members recommend, DIY van improvements (for e.g. storage), common purchase items, pet friendly spots... the list is endless

Membership is free! Visit newagecaravans.com.au/social-club to sign up
